Thomas Harrington

Email: tomhazz@gmail.com
Address: 284 Queens Park Road, Brighton, BN2 9ZL, UK
Phone: +44 7809 588867
GitHub: t-j-harrington

Senior technical writer with a background in SaaS, fintech, and API documentation.

Experienced in bringing structure to ambiguous situations, using data and research to improve documentation.

Capable of self-starting and sourcing work.

Fluent in Japanese.

Employment history

TrueLayer: Senior Technical Writer
40 Finsbury Square, London, EC2A 1PX

Jul 2022 – Sep 2024

Lead technical writer role at a fintech startup with a $1 billion valuation.

Operated autonomously in an ambiguous environment. This needed skills in information architecture, API documentation, and introducing organisational change.

I maintained the entirety of TrueLayer's integration documentation and API reference. This included procedures, landing pages, references, UX/UI text, release notes, and microcopy.

Mentored a junior technical writer and acted as scrummaster for a small agile team.

Key achievements:

- Several refactors of the documentation IA as the number of pages grew over 3x. This addressed growing product complexity.
- Created new quickstart guides, integration checklists, and REST API client collections. This reduced time to live for clients, boosting revenue.
- Worked with staff engineers to develop an API specification monorepo. This automated publication, reducing overheads and keeping the reference up-to-date.
- Achieved 1st and 2nd place in the two annual hackathons I participated in. This required wide product knowledge and presentation skills.
- Improved the visuals of the docs site through HTML, CSS, and consistent Figma assets. This kept the site on-brand, and enabled more diagrams, flows, and HTML elements.

Anaplan: Technical Writer
Anaplan, Floor 15, 338 Euston Road, London, NW1 3BT

Dec 2018 – Jul 2022

Technical writing role in a growing post-IPO $3 billion SaaS company.

Learnt from senior writers and editors. As I developed in the role, I took the lead on projects, designed templates, and mentored junior writers.

Worked as a semi-embedded writer, attending ceremonies for multiple development teams to gather documentation requirements and provide UI text guidance.

I also supported the translation of Anaplan's technical documentation and UI to Japanese.

Key achievements:

- A complete rework of our calculation function documentation (over 100 pages). This involved creating component-based templates that can be surfaced in the UI, developing a stakeholder review process, and onboarding several junior colleagues.
- An update of our API documentation suite. This included building Postman collections, reviewing existing documentation, and converting specs to API blueprint format.

Freelance work
tjharrington.co.uk

Created a business, completing linguistic projects for enterprise-level clients.

I worked on projects combining Japanese to English translation, technical writing, e-learning, subtitling, copywriting and more.

Managed client communication, outreach, and project delivery.

Significant projects:

- Researched and wrote a 24 module course explaining financial instruments.
- Translated and subtitled over 2 hours of Japanese interviews with Forex traders.
- Produced dozens of scripts for e-learning videos on topics such as GDPR, agile manufacturing, and finance for enterprise clients,

Bupa Global: Document Content Specialist
Victory House, Trafalgar Place, Brighton, BN1 4FY

Aug 2017 – Dec 2018

Managed Bupa Global's operational content, ensuring regulatory compliance, ease of use through UX design, and adherence to Bupa Global's copy and brand guidelines.

In this role, I oversaw hundreds of business and customer forms, as well as numerous email templates, used across many countries.

Previous roles available on request

Education

Japanese Studies BA Hons (2:1), Distinction in Translation and Speaking
The University of Manchester, Oxford Road, Manchester, M13 9PL

A and AS levels: English Language, Pure Maths, Law, Media Studies
Chichester College, Westgate Fields, Chichester, PO19 1SB

Continuous learning

UI Design with Figma (2024)
Experience Haus, 3rd Floor,
168 Shoreditch High St, London, E1 6JE

HTML, CSS and JavaScript (2023)
Brighton Metropolitan College, Pelham Street,
Brighton, BN1 4FA

Tools and software

`Jira` `GitHub` `Insomnia` `Postman` `VS Code` `Figma` `Confluence` `Kontent.ai` `G Suite`
`Readme.io` `MadCap Flare` `Smartling` `CAT tools` `Adobe` `Aegisub` `OpenAPI` `Anaplan`

Skills and experience

`Procedures` `Landing pages` `References` `API specifications` `UX/UI text`
`Figma prototypes` `Analytics` `Agile` `Markdown` `HTML` `CSS` `Git` `Terminal/command line`
`JavaScript` `Subtitling` `Changelogs` `Release notes` `Writing for LLMs`

References and portfolio available on request